Class Title: **SENIOR COMPUTER SUPPORT SPECIALIST**

Jurisdictional Class: **Competitive**
Date Adopted: **May 17, 1996 as Information Systems Support Specialist**
Date Revised: **1/1298; 8/10/00; 9/8/00**
Jurisdictions: **County**
Union Status: **CSEA**
Pay Grade: **14**

**DISTINGUISHING FEATURES OF THE CLASS**: A Senior Computer Support Specialist installs and supports personal computers, coordinates computer systems, trains employees in the use of computers, and supervises non-technical office staff. With the assistance of programmers and other computer specialists, Senior Computer Support Specialists configure personal computers to fit the needs of a particular department. Incumbents maximize the performance of existing systems and anticipate and prepare for changes to meet both changing programs and changes in technology. The position is distinguished from that of Computer Support Specialist by having more formal training, performing more complex work and having supervisory responsibilities. Incumbents do related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)
Analyzes user needs, work flows and computer systems and designs improvements;
Installs and updates hardware and software and develops or adapts basic applications to meet user needs;
Monitors changes in hardware and software developments, examines their impact, makes recommendations for upgrades and explains changes to users;
Develops and delivers technical support materials and training programs for hardware and software;
Identifies and resolves elementary computer problems;
Acts as a liaison between users and higher level technical staff and answers computer users' technical questions;
May supervise clerical or support staff;
May write simple programs or program parts.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer hardware and software, network technology, data communications; Working knowledge of computer systems analysis and modern programming techniques; Ability to communicate effectively, both verbally and in writing, with users as well as with technical staff; ability to understand and follow instructions. Initiative, dependability, tact, courtesy and sound judgment.

**MINIMUM QUALIFICATIONS:**

**(A)** An associate degree from an accredited college in computer science, data processing or a related field, **OR**

**(B)** An associate degree from an accredited college and one (1) year of paid professional experience installing, updating or supporting microcomputer systems, **OR**

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Last Reallocated: n/a
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**(C)** A high school diploma or equivalency **AND** completion of a formal one-year training program in computer science, data processing, or a related field **AND** one (1) year of paid professional experience related to installing, updating or supporting microcomputer systems, **OR**

**(D)** A high school diploma or equivalency **AND** two (2) years of experience in installation and configuration of personal computers and in providing training and assistance to users; **OR**

**(E)** An equivalent combination of training and experience as defined by the limits of (A) through (D) above.

**NOTE:** Part-time employment can be pro-rated to count towards fulltime.  Example: six (6) months PT equals three (3) months FT and a higher level of education can be pro-rated for experience up to a year.

**SPECIAL REQUIREMENT:** This class requires extensive travel.  Incumbents will be required to possess a valid, appropriate level, New York State Motor Vehicle operator's license, or otherwise demonstrate the ability to meet the travel needs of the job.